



# Putting things right

**A guide to complaints**

# A guide to complaints

If you're not happy with the service you've received from us, we want you to let us know so that we can put it right.

**1** You can get in touch with us through any channel, including social media and you don't need to make a complaint in writing for us to respond.

**2** If you would like, someone can make a complaint on your behalf. **They are known as an advocate.**

**3** We will make sure that an **appropriate member of staff** will deal with your complaint.

**4** At any point during your complaint, you can contact the **Housing Ombudsman Service** and ask for help and advice from a Dispute Support Advisor.

## What is a complaint?

It's when you are not satisfied with either the service you get or a lack of action on our part.

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## Our commitment to you:

When we deal with your complaint we will:

- Take your complaint **seriously**
  - Investigate it **thoroughly**
  - Be **honest and fair** in responding to it
  - Keep you **informed** of progress
  - Do our best to **put any mistakes** we have made right
  - **Learn** from any mistakes we have made
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# How do we deal with complaints?

We will get in touch with you **within 5 working days** of receiving your complaint to acknowledge and clarify the details of your complaint and let you know when you can expect an answer.

Depending on how complicated your complaint is, **you will usually receive an answer within 10 working days** of us acknowledging the complaint.

We will agree how you would like us to respond and **how we can put things right for you**. Once we have logged your complaint, we will give you contact details for the person

who is coordinating your complaint and when you can expect to hear back from us.

**You will get a formal answer to your complaint either via email or a letter.** This answer will confirm:

- the outcome of our investigation
- the reasons for any decisions made
- the remedies
- how we have reacted to your complaint
- what remedies and changes we have made
- any outstanding actions to put things right

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## What happens if you are not happy with how we have dealt with your complaint?

If you are still dissatisfied, tell us. We will escalate your complaint to a senior staff member who will review the complaint and how it has been dealt with so far.

**We will usually respond within 20 working days of your appeal, but may take up to 40 days.**

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# Taking it further

## If you're unhappy with the final decision, you can take it to the Housing Ombudsman Service.

The Housing Ombudsman is an independent service which deals with disputes between tenants and landlords.

In dealing with your complaint, they will find the best outcome for your individual circumstances.

For more information, call **0300 111 3000** or go to **[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)**

## Leeds Federated have the right to decline dealing with a matter through the complaints process where there is a valid reason to do so.

### This may include:

- Matters that have already been considered under the complaints policy
- Matters where legal proceedings have been started
- Where the issue that the complaint relates to occurred more than 12 months in the past

### Get in touch

If you want to make a complaint you can:

-  Go to **[www.lfha.co.uk](http://www.lfha.co.uk)**
-  Email **[hello@leedsfed.com](mailto:hello@leedsfed.com)**
-  Call us on **0113 386 1000**
-  Write to us
-  Talk to one of our colleagues
-  Contact us via social media

**Leeds**   
**Federated**

**Leeds Federated  
Housing Association Ltd.**  
The Tannery  
91 Kirkstall Rd  
Leeds, LS3 1HS

**T** 0113 386 1000  
**E** [hello@leedsfed.com](mailto:hello@leedsfed.com)  
**W** [www.lfha.co.uk](http://www.lfha.co.uk)  
**X** [@leedsfederated](https://twitter.com/leedsfederated)  
**f** Leeds Federated  
**in** [leeds-federated](https://www.linkedin.com/company/leeds-federated)